

Foundations of Behaviour Change: Motivational Communication

Primary Health Care

Listen

- Hearing, being silent and then repeating and reflecting.
- Not interrupting; letting the patient finish their thought.
- Not offering new information.
- Hearing what is not being said.

How can you be a better listener?

*Is there
silence?*

*Are you listening
to understand
or to reply?*



*Who's doing
most of the
talking?*

*What is not
being said?*